## Requesting Print Services:

1. Contact Customer Service at (801) 538-3440

2. Give description of what type of printing is needed.
   - Network
   - Mainframe
   - Elixir Forms Design
   - Merging data with forms
   - Letterhead, etc.

3. Customer provides billing info and deadlines.

4. Once new form is created and tested, Network Printing can be set up.

You can also submit a request online by going to our site:

http://its.utah.gov/productsserivces/printing/printing.htm

Just fill out the Online form and a Customer Service Representative will contact you.

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DIVISION OF INFORMATION TECHNOLOGY SERVICES
1100 State Office Building
Salt Lake City, UT 84114
Phone: 801-538-3440
FAX: 801-538-3622

ITS CUSTOMER SUPPORT
801-538-3440 OR 800-678-3440

ITS INTERNET SITE
http://its.utah.gov

ITS PRINT INTERNET SITE
http://its.utah.gov/productsserivces/printing/printing.htm

**ITS** Customer Driven Technology
Information Technology Services

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# ITS
# Printing
# Services

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*Technology for a New Day*

# Our Printing Environment

- 2 Network/Mainframe high volume printers
- 135 pages per minute
- Network printing available from the WAN
- 24 hour printing for next day delivery
- Elixir Forms Design
- Merge forms with variable printed data
- Merge addresses on letters for mailing
- Over 2 million checks, and over 17 million pages printed per year
- Tax Refunds, Payroll, Health, Unemployment, Child Care, Heat. W2's, 1099's, Medical ID's, Medicaid Bus Passes, Letterhead, Checks, Notices
- Signatures, Logos, Fonts
- Maintain over 300 forms for agencies

# Other Services

## Elixir:

- Forms Design
- Checks, Deposits, 1099's, W2's, Medicaid Bus Passes, Letters, Letterhead, Signatures, Logos, and specialty fonts
- Eliminate need for pre-printed forms
- Forms changed quickly
- Production same day
- Forms conversion to PDF

## Transformer:

- Mainframe Software
- Bolding or reformatting of data
- Print files merged with data to add OMR marks
- OMR marks scanned on State Mail's equipment
- Multi-page documents into one envelope

## Code-1 Address Cleansing

- Mainframe Software
- Process address files for mail preparation
- Address merged on letters
- Cost savings for mailing
- Customers: DWS, ORS, TX, HL, BR, NR
- Labels for mailing
- Address sent Electronically to State Mail

# Printing Costs

- 3.25 cents duplex printing (per side)
- 3.75 cents simplex printing (per side)
- Cost includes paper and overhead
- Forms design/consulting, $50.00/hr
- Courier service included in State Mail fees

# Type of Paper Used for Printing at ITS

- Standard white 8.5 x 11, 20 lb.
- No-Hole and 3-Hole paper
- Legal size paper is also available
- Customized or specialty paper to be provided by customer

# How would customers benefit from using our Print Services?

- Large volume print jobs from Network
- Quick turnaround
- Cost savings on mailing
- State Mail courier service from ITS
- ITS / Customer / State Mail work together for best options for print and mail